

C-BCSCX-2502 New Braindumps Files - Your Powerful Weapon to Pass SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions



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SAP C-BCSCX-2502 Exam Syllabus Topics:

Topic	Details
Topic 1	Understanding the SAP Customer Experience Portfolio: This subtopic assesses the Presales Consultant's ability to grasp the structure and components of the SAP Customer Experience (CX) portfolio. It involves recognizing the key solution areas—commerce, customer data, marketing, sales, and service and understanding how they form a unified offering aimed at enhancing customer relationships.
Topic 2	Articulating Value and Business Outcomes: This subtopic evaluates the Consultant's skill in communicating the overall value of the SAP Customer Experience portfolio. It includes the ability to demonstrate how the integrated solutions lead to stronger customer engagement and ultimately support the achievement of key business outcomes.
Topic 3	Integration Across CX Solutions: This part focuses on how the various SAP CX solutions work together as an integrated system. It examines the Presales Consultant's understanding of how integration among commerce, customer data, marketing, sales, and service solutions enhances consistency, efficiency, and personalization across customer interactions.

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SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions Sample Questions (Q12-Q17):

NEW QUESTION # 12

Which feature is available in SAP Commerce Cloud?

- A. Bounce management for new prospects
- **B. Product catalog**
- C. Case processing with registered products
- D. Management for intercompany sales processes

Answer: B

NEW QUESTION # 13

What are the challenges faced by a Chief Revenue Officer (CRO) persona?

Note: There are 3 correct answers to this question.

- A. Absence of agile technology development
- **B. Talent development**
- **C. Cross-functional alignment**
- **D. Organization design**
- E. Data privacy and management

Answer: B,C,D

NEW QUESTION # 14

Which of the following KPIs are success metrics for the Chief Revenue Officer (CRO) persona?

Note: There are 3 correct answers to this question.

- **A. Lower customer acquisition costs**
- B. Improved customer satisfaction and retention
- **C. Optimize buying lifecycle**
- D. Innovate and stay ahead
- **E. Increased profitability**

Answer: A,C,E

NEW QUESTION # 15

Which solution can be used to analyze a real-time 360 view of the customer?

- A. Enterprise Consent and Preference Management
- B. Customer Identity Access Management (CIAM) for Business-to-Business (B2B)
- **C. SAP Customer Data Platform**
- D. Customer Identity Access Management (CIAM) for Business-to-Consumer (B2C)

Answer: C

Which of the following are steps in the a typical Lead to Cash journey?
Note: There are 3 correct answers to this question.

- Answer: C,D,E**

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